

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions,
and listings, of claims in the application:

LISTING OF CLAIMS:

1-18. (canceled)

19. (new) An automatic call distribution system,
comprising:

a called party individual call number registration section, a caller specification number recognition section, a call preferential connection information inquiry section, a call preferential connection information database, a call connection processing section, a call connection auxiliary processing section, a control processing section, a call connection information automatic recognition section, a call preferential connection information storage section, and an attendant board group including a plurality of attendant boards;

said called party individual call number registration section registering called parties who can respond to a call terminating at said attendant board group, said called party individual call number registration section further registering called party individual call numbers for calling a called party for which call control is to be performed;

said caller specification number recognition section including caller specification number automatic recognition processing means for automatically recognizing a number for specifying a caller sent thereto from the caller, and caller specification number input value recognition processing means for urging, when the number for specifying a caller cannot be recognized automatically, the caller to input a number for specifying the caller separately and recognizing a caller specification number sent thereto from the caller;

B1
said call preferential connection information inquiry section performing processing of inquiring said call preferential connection information database about a caller specification number recognized by said caller specification number recognition section and calling, when a coincident caller specification number is present in said database, a caller party individual call number registered in pair with the caller specification number;

said call preferential connection information database storing call preferential connection information including caller specification numbers and called party individual call numbers;

said call connection processing section performing processing of preferentially connecting a call from a caller to a called party individual call number called by said call preferential connection information inquiry section, said call

connection processing section controlling, when said call connection processing section cannot perform such preferential connection, said call connection auxiliary processing section to perform wait processing;

 said call connection auxiliary processing section performing, when a called party to which said call connection processing section tries to preferentially connect a call in the call connection processing thereof is busy or in a termination rejection state and is not in an immediately connectable state, processing of notifying the caller that call distribution to the preferential connection called party is being waited for;

B)

 said call connection information recognition section performing, when a call from a caller is connected to a called party by call control to establish a talking state, automatic recognition processing of a set of the called party individual call number of the called party who responds to the call and the caller specification number of the caller recognized by said caller specification number recognition section upon termination of the call as call preferential connection information; and

 said call preferential connection information storage section storing call preferential connection information recognized by said call connection information automatic recognition section into said call preferential connection information database.

20. (new) An automatic call distribution system according to claim 19, further comprising a caller specification number pre-registration section for registering a caller number in advance, and a call preferential connection information registration section for registering, when a call from a caller who has a caller specification number registered in advance in said caller specification number pre-registration section terminates, the call preferentially to the called party individual call number registered in said called party individual call number registration section.
